



WE ARE MAGNET

Chester County Hospital is recognized by the American Nurses Credentialing Center (ANCC) as a Magnet® hospital for its nursing professionalism, teamwork, and superiority in patient care.



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CHESTER COUNTY HOSPITAL

NURSING

ANNUAL REPORT YEAR IN REVIEW

2016

IN MEMORIAM



THE 2016 ANNUAL NURSING REPORT

IS DEDICATED TO

GREG WHITE

A GREAT LEADER, FRIEND AND CHERISHED MEMBER OF
OUR CHESTER COUNTY HOSPITAL FAMILY.

Greg White began his career at Chester County Hospital in 2002 as a Nursing Resources Coordinator. In 2007, Greg became the manager of the Nursing Staffing Office where he oversaw nursing staffing and payroll functions as well as led our Patient Safety Assistants and Transporters. Just recently, he was promoted to Director of Nursing Ancillary Services.

Greg was easy going and took everything in stride. He was patient, smart and had a keen analytical sense. He was dedicated to his family, our hospital family and treated everyone he met with kindness, compassion and respect. He always had a warm smile, a helping hand and encouraging word.

Greg has left an indelible mark on Chester County Hospital and for that we will be eternally grateful.

DEAR COLLEAGUES, PATIENTS AND COMMUNITY MEMBERS,

It is with great pride that I share with you the 2016 Chester County Hospital Nursing Annual Report. The report highlights our many accomplishments as directed by our Nursing Strategic Plan and in alignment with the Magnet® model domains of Transformational Leadership, Structural Empowerment, Exemplary Professional Practice, and New Knowledge, Innovations and Improvement. Through shared governance and patient-centered care, our nurses are driving our strategic operating plan and goals forward resulting in an exceptional patient experience.

We proudly celebrated our second anniversary as a Magnet-designated hospital this year on November 20, 2016. As I write this letter, there are currently only 448 Magnet-designated organizations both nationally and internationally, which continues to put us in a very elite group of organizations. As part of the second Magnet celebration the nursing department, with the help of Marketing, made a short video highlighting what it means to work in a Magnet organization. The following were a few of the words that the nurses used to describe how they felt: value, dedication, prestige, change agent, nursing excellence, pride, superior care, professional excellence, quality care, teamwork, caring, achievement, evidence-based practice, pride, outstanding nurses, quality leadership and innovation.

The pursuit for nursing excellence continues to be centered on the hospital's iCARE values of Innovation, Collaboration, Accountability, Respect and Excellence combined with Kristen Swanson's Caring Theory, which provides the framework of the hospital's Nursing Professional Practice Model. The vision for nursing is to be engaged and empowered through shared decision-making, collaborative partnerships and shared values to attain high quality standards, improved patient outcomes and develop exceptional professional practice. The annual nursing retreat was held on December 2, 2016 which helped to frame the 2017-2018 Nursing Strategic Plan in order to achieve this vision.

Many resources were spent this past year in preparing for and successfully rolling out a new electronic medical record to help drive operational efficiencies. Launching PennChart, our tailored version of Epic, was a monumental task. In addition to this mammoth objective, I am proud to say that the nursing department continued to achieve many performance improvement successes over this past year. Throughout 2016, there were 17 nursing research or evidence-based projects at various stages of development and dissemination. Additionally, our nurses presented at 13 external conferences and had four manuscripts published in peer-reviewed journals.

“Without continual growth and progress, such words as
improvement, achievement, and success have no meaning.”

BENJAMIN FRANKLIN

I invite you to take a few moments to read the stories and accomplishments highlighted in this report, remembering that they are just a few of the many meaningful moments that have been created for the people of the community. It is a privilege and an honor to work with the more than 600 professional and engaged nurses that make Chester County Hospital an exceptional organization. I hope you enjoy reflecting on and celebrating the achievements of this past year.



Thanks for all you do for CCH and the people we serve.

Sincerely,

Angela R. Coladonato

Angela R. Coladonato DNP, RN, NEA-BC
Senior Vice President/ Chief Nursing Officer
Chester County Hospital



“If your actions inspire others to dream more,
learn more, do more and become more,
you are a leader”

JOHN QUINCY ADAMS

Transformational Leadership

Transformational leaders stimulate and inspire others to achieve extraordinary outcomes. By helping followers grow and develop, the transformational leader provides vision, inspiration, motivation and influence. The Chief Nursing Officer in a Magnet-recognized organization is a knowledgeable, transformational leader who has a strong vision and a well-articulated philosophy of nursing.

LEADING BY EXAMPLE

Angela R. Coladonato, DNP, RN, NEA-BC, was selected as a finalist at the 2016 Nursing Excellence GEM Awards. Coladonato is a gifted transformational leader who is exceptionally skilled in articulating vision, facilitating change, gaining consensus and minimizing conflict in a way that creates and sustains a positive and proactive nursing culture. Part of her success stems from her genuine interest in people and relationships and her openness to creative ideas as projects develop. She instills passion in others to create positive change, ensures resources are available and fearlessly tackles roadblocks. She is an excellent coach and is completely transparent in her communication, inspiring trust in staff, physicians and colleagues. This spring Coladonato will be honored with the Medallion for Excellence in the Administration of Health Care Services at Villanova University's Alumni Awards Ceremony.



reviewed and evaluated by the nursing directors using a consistent evaluation tool, and the top three nominees are forwarded to the Women's Auxiliary's President and Secretary, and the hospital's Chief Nursing Officer and Chief Operating Officer for consideration.

The 2016 H.L. Perry Pepper Leadership Award was presented to **Clarissa Hake, BSN, RN, CCRN** from the Critical Care Unit. An employee since 2003, Hake is very involved and is a proven leader both on her unit and throughout the hospital. The first and most important area of leadership is to show others respect and to gain respect. A good leader must follow the first rule of leading and that is to lead by example. Real respect is something that is earned. One earns another's respect by taking that person's feelings, needs and thoughts into consideration and Hake does this in both her professional and personal life. She is a role model who possesses high

moral values. In addition, Hake demonstrates cultural respect almost daily with our diverse population.

Respect and leadership go together. You can't have one without the other. Although Hake has a quiet demeanor, she puts you at ease the first time you meet her. She shows compassion and solidarity toward others whether it be her patients, their families or co-workers. She was officially honored in May 2016 at the annual Women's Auxiliary Luncheon.

Pictured L-R: Marie Robinson, First Vice President, and Karen Weber, President, Women's Auxiliary; Clarissa Hake, CCU; Louise Milewski, Past President, and Karen Smith, Secretary

H. L. PERRY PEPPER LEADERSHIP AWARD

The annual H.L. Perry Pepper Leadership Award, established by the Women's Auxiliary in 2012, recognizes the outstanding qualities of Chester County Hospital nurses. Directors and managers submit an essay describing how a direct-care nurse demonstrates the organization's iCARE values in their area of practice. Essays are



UNIVERSITY OF PENNSYLVANIA (UPHS) NURSING CLINICAL EXCELLENCE AWARDS

The UPHS Clinical Advancement and Recognition Program Committee (CARP) recognizes outstanding direct care nurses through the Penn Medicine health system. Nurses from Chester County Hospital were nominated by their peers and managers on their clinical ability and were selected by the Chester County Professional Development Council. The winners along with nursing leadership attended the University of Pennsylvania Health System CARP Awards Ceremony on May 2, 2016.

2016 WINNERS



The Lillian Brunner Award for Clinical Judgment and Decision Making was presented to Kirby Cannon, BSN, RN, CMSRN from 3 Lasko. This award is for nurses demonstrating the highest quality of patient care and exhibiting excellence in clinical judgment. As a leader on 3 Lasko, critical thinking and problem solving come naturally to Cannon. Performing as a team player, she displays consideration for the needs of others and exemplifies our iCARE values.

staff. She was instrumental in helping to develop our PRISM Clinical Ladder Program and as Co-Chair leads the council in annual review and revision of the program to continuously raise the bar.



The Rosalyn Watts Award for Nurse Patient/Family Relationship was presented to Mary Maurer, BSN, RN, CEN of the Emergency Department. This award is for nurses who establish therapeutic relationships with patients and their families. Maurer has been instrumental in gathering volunteer nurses to teach CPR/AED to fifth and sixth graders as part of Aidan's Heart Foundation. To date, more than 3,000 children have been trained.

Care Center and is highly regarded by the anesthesiologists in determining the need for preventative treatment.

NURSING EXCELLENCE GEM AWARDS

The Nursing Excellence GEM Awards recognize nursing excellence and superior nursing skills. Nurse.com's Nursing Spectrum calls on its readers every year to nominate an exceptional nurse colleague for the Nursing Excellence program. **Chester County Hospital had three finalists in 2016. Jessy Jacobs, RN, CMSRN from West Wing II was a finalist in the category of Clinical Nursing, Debbie Hetrick, BSN, RN, CNML was a finalist in Management and Angela Coladonato, DNP, RN, NEA-BC was a finalist for Executive Leadership.** They were honored at a gala on September 23, 2016 at the Philadelphia Marriott.



The Diane Lanham Award for Clinical Leadership was presented to Linda Sullivan, BSN, RN, PCCN of Critical Care Support. This award is for nurses demonstrating excellence in leading multidisciplinary teams in providing care. Sullivan has been a member of the Professional Development Council since its inception in 2009 and has been the Co-Chair of this council for the past two years. The purpose of this council is to identify priorities and make recommendations related to staff and leadership development programs as well as promoting recruitment and retention of the professional nurse and support



The Helen McClelland Award for Clinical Scholarship was presented to Kathy Hubbard, MSN, RN, CAPA from the Post Anesthesia Care Unit (PACU). This award is for nurses who utilize research and/or evidence in delivery of patient care. Hubbard's keen sense of inquiry led her to develop a post-operative nausea and vomiting tool that is used by the Ambulatory



UPHS PATIENT SAFETY AND QUALITY AWARDS

Chester County Hospital had three teams honored at the 2016 UPHS Awards for Patient Safety and Quality.



OVERALL WINNER

Collaborative Bedside Rounding to Improve Patient Satisfaction

L-R: Julie Mancini, BSN, RN; Elaine Goldhammer, MD; Darren Girardeau, MSN, RN, CEN, CPEN, CCRN, CFRN, PHRN; Richard Oyelewu, MD; Patty Paulley, BSN, RN, CEN; Cathy Weidman, MPA, BSN, CNML; Katie Costantini, MSN, RNC-MNN; Leigh Holman, MSN, RN, CMSRN, NE-BC



OPERATIONAL WINNER

Surgical Specimen Handling in the Operating Room

L-R: Regina Cohen, MS, PA(ASCP)CM, MLS (ASCP) CM, HTL; Mary Kehner, MS, BSN, RN, CNOR; Janet Stack, BSN, RN, CNOR; Linda Palma, BSN, RN, CEN, CNOR; Mary Lou Lafreniere, MBA, RHIA, CPHQ; Carol Richardson, SCCA; Susan Lynch, MSN, CSSM, CNOR, RNFA; Lisa Knox, RN, CNOR; Kathleen Allen, MT(ASCP)SBB



HONORABLE MENTION

Improvement in Time to First Pump for Breastfeeding Mothers of NICU Infants

L-R: Karen Pinsky, MD; Katie Costantini, MSN, RNC-MNN; Beth Ann Pyle, BSN, RNC-MNN; Sharon Kirkby, MSN, RNC-NIC; Susan Cacciavillano, BSN, RNC-NIC

“What lies behind us and what lies before us are tiny matters compared to what lies within us”

RALPH WALDO EMERSON

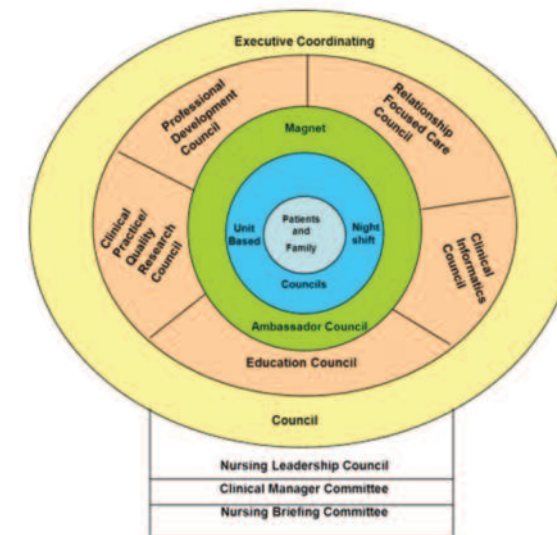


Structural Empowerment

Structural empowerment is the process in which staff has influence over their professional practice. This is organizationally supported through staff participation on committees, councils, evidence-based practice projects, research opportunities and lifelong learning.

SHARED DECISION MAKING

Shared governance gives nurses a voice in the decision-making processes that affect clinical practice. These councils are the cornerstone of Chester County Hospital’s nursing foundation and challenge nurses to participate in achieving excellent patient outcomes. Through the shared governance model, each nurse is seen as a leader and valued for his/her unique contributions to excellence and patient centered care. Governance is based on a councilor model that is centered on the iCARE values and reevaluated at regular intervals to ensure that the councils are meeting their stated goals.



Shared Decision Making Councilor Model

Annual Nursing Retreat

The Nursing Retreat was held on December 2, 2016 with 75 staff members in attendance. The presentations included: the State of Union at Chester County Hospital, Leadership, Evidence-Based/Research projects, the Art of Storytelling, and Aromatherapy. Additionally, the Shared Decision-Making Councils shared their goals for the upcoming year, which help to frame the Nursing Strategic Plan.



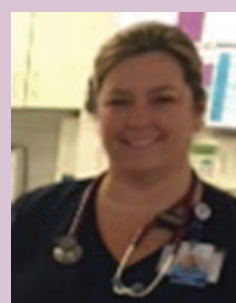
L-R: Leslie Hodgson, RN, CMSRN; Beatrice DiBattista, RN, CMSRN; Marianne Culmone, BSN, RN; Sue Longenecker, RN, CMSRN



The DAISY Award is a national program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. The DAISY Foundation was established in 2000 by the family of J. Patrick Barnes. During his eight-week hospitalization, his family was awed by the care and compassion his nurses provided to Barnes and his entire family. They created the DAISY Foundation to recognize extraordinary nurses everywhere

who make an enormous difference in the lives of so many people by the excellent work they do every day. The hospital is proud to be a DAISY Award hospital partner by recognizing one of its nurses with this special honor every month. DAISY Award honorees personify the hospital's remarkable patient experience. To be considered for a DAISY Award, a nurse must consistently demonstrate excellence through clinical expertise and extraordinary compassionate care, and be recognized as an outstanding role model in the hospital's nursing community.

THE FOLLOWING NURSES RECEIVED DAISY AWARDS IN 2016



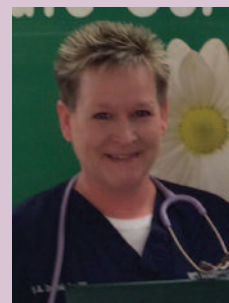
Jamee Fizz
BSN, RN



Mary Kretschmar
BSN, RNC-MNN



Kathy Magee, RN



Lori Domblesky, RN



Ashley McKeeman
BSN, RN



Rebecca Boehnke
BSN, RNC-NIC



Jackie Emerand
RN



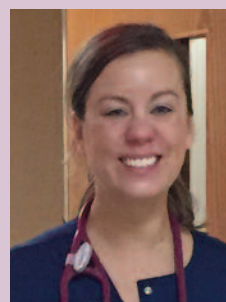
Colleen Carney
RN, OCN



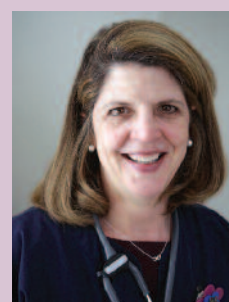
Amy Mellinger
RN



Linda Hamilton
RN



Rebecca Elenback
MSN, RN, CEN



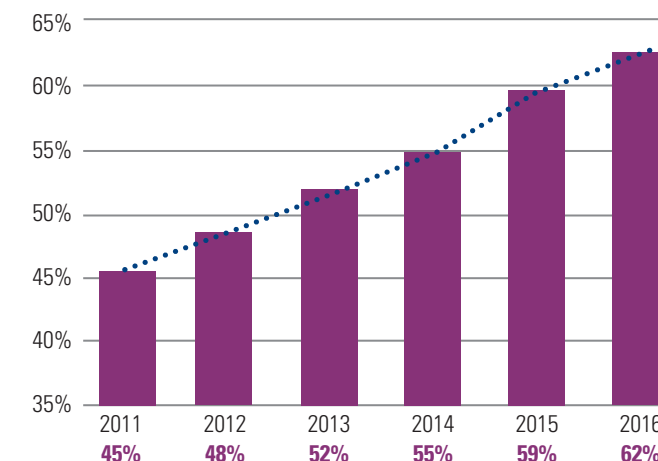
Gianna Hyland
BSN, RN, CMSRN

RN TO BSN/MSN EDUCATION

The hospital empowers nurses at all levels to build on their education base to enhance practice, education, administration and theory development. The hospital supports formal nursing education by providing education assistance, nursing scholarships, PRISM clinical ladder points, college fairs and open houses, flexible scheduling, academic partnerships, encouragement and goal setting through the performance appraisal process.

In 2016, Chester County Hospital partnered with Immaculata University to offer an onsite MSN cohort. A recommendation from The Institute of Medicine Report is for hospitals to have 80% of nurses with a baccalaureate degree (BSN) in nursing by 2020. As part of our Nursing Strategic Plan and in an attempt to achieve this recommendation, a goal has been set to increase the percentage of BSN nurses at Chester County Hospital by 3% annually.

Percentage of Nurses with BSN or Higher Degree in Nursing

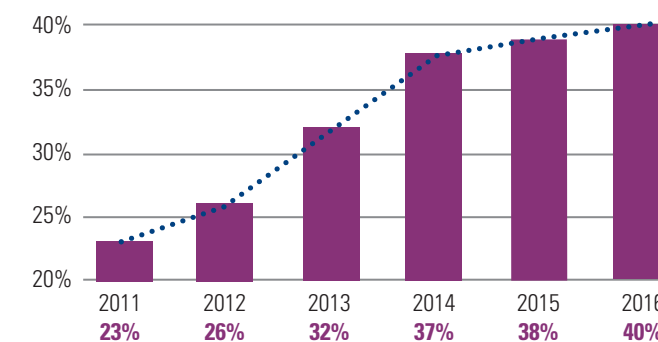


SPECIALTY CERTIFICATION

Obtaining professional certification supports the Professional Practice Model and allows nurses to show their ongoing commitment to their patients and to their profession. Certification of the expert knowledge they have achieved in their specialty area of practice sends a message to patients that the nurses caring for them are committed to excellence.

The number of certified nurses continues to increase, which is reflective of the commitment of our staff to enhance their knowledge, skills and abilities. This initiative is supported through on-site preparatory classes, points on the PRISM clinical ladder and certification reimbursement for the test.

Percentage of Nurses with Specialty Certification



CERTIFIED NURSES DAY 2016



THE WOMEN'S AUXILIARY NURSING SCHOLARSHPS

The Woman's Auxiliary, which is a group of volunteers at the hospital that support many hospital-related activities and functions, has continued its support of the nurses by offering nursing scholarships annually. Nurses at all levels who are currently enrolled in a nursing degree program are encouraged to apply. The Women's Auxiliary contributes 14 awards of \$250.00 each that are distributed equally each Fall and Spring semester in order to help nurses achieve their educational goals. All eligible staff members are required to complete the Nursing Scholarship Application.

2016 Scholarship Recipients:

- Devin Cunningham, NA – 4 Lasko
- Meghan McAssey, RN – 2 Lasko
- Sharon Larson, BSN, RN, CMSRN, CLNC – PACU
- Heather Haynes, RN – PACU
- Linda Shepherd, RN – ED
- Rebecca Mountain, MSN, RN, CEN, CPEN – ED
- Annamarie Blair, MSN, RN – Cardiac Rehab
- Alexis Markiewicz, UC – 4 North
- Kathleen LaRosa, UC – 4 Lasko
- Elizabeth Pyle, BSN, RN – 2 Lasko
- Jordan Hagerty, NA – 2 Lasko
- Lisa Shallis, BSN, RN-OB, CCRN – L&D
- Colleen Hurley, BSN, RNC-NIC – NICU
- Dana Hunsicker, RN – West Wing I

VOLUNTEERS GIVING BACK TO THE COMMUNITY



Kimberly Kuhlman, RN, Terri Smith BSN, RN, and Beth Rubenstein, UC, volunteered on a mission trip in the Transnistria region of Moldova in October 2016 to help the forgotten orphans following economic and political sanctions. For nine days they ran a Vacation Bible School camp for the children that included sports, arts and crafts and skits. The entire NICU team donated suitcases full of items including hats, scarfs, socks, school supplies, toothbrushes, etc. In addition, their mission team made a monetary contribution for improved lighting and a new playground to be built for the children.

L-R: Beth Rubenstein, UC, Kimberly Kuhlman, RN and Terri Smith, BSN, RN

CYSTIC FIBROSIS AND CANCER

Kimberly Kuhlman holds two solace music festivals a year at her house to benefit cystic fibrosis and cancer. Her Summer Solace has been the longest running and has raised over \$100,000 for cystic fibrosis. In addition, large portions of the money raised also benefit SHINE, Bringing Hope Home, breastcancer.org and THON.



CHESTER COUNTY CHALLENGE FOR CANCER RIDE

The 19th Annual Brandywine Valley Heating and Air Conditioning (BVHAC) Challenge for Cancer was held on June 26, 2016. The ride benefits the Abramson Cancer Center at Chester County Hospital and Neighborhood Health. Both organizations are affiliated with Chester County Hospital. All money raised by BVHAC Challenge for Cancer remains in Chester County and part of our community.

L-R: Judith Shuster, RN; Darren Girardeau, MSN, RN, CEN, CCRN, CFRN, CPEN, PHRN and Carly Kurfis, BSN, RN

MEDICAL MISSION TRIP

From September 24 to October 1, 2016, four hospital employees: Carla Eshleman, cashier, Alyssa Luckowski, PACU transporter/ NA, Amy Luckowski, PhD, RN, PACU, and Patty Pfeiffer, RNFA, OR, traveled to the Dominican Republic on a medical mission trip with Solid Rock International. Participating in outreach clinics in remote neighborhoods, people were assessed by triage nurses, examined by a physician and had prescriptions filled by their portable pharmacy. These employees also assisted with surgeries, recovered and discharged patients.

CHILDREN AND YOUTH SERVICES OF CHESTER COUNTY



Recognizing that dependent and/or neglected children are a shared responsibility within the community, many ED and CCU staff volunteered to put together Easter baskets for children from Chester County's Children, Youth and Families Department.



MARCH OF DIMES MARCH FOR BABIES

The March of Dimes' mission is to improve the health of babies by preventing birth defects, premature birth and infant mortality. Funds raised by the March for Babies support research and programs that help mothers have full-term pregnancies and help babies begin healthy lives. Funds are also used to provide comfort and information to families with a baby in the Neonatal Intensive Care Unit (NICU). For the past seven years, Chester County Hospital's NICU has participated in the March for Babies. In 2009, five nurses participated in the walk. Today, there are more than 120 participants and they have raised more than \$12,000.



AMERICAN HEART ASSOCIATION'S HEART WALK

Penn Medicine participates in the American Heart Association's Heart Walk every year. In 2016, Chester County Hospital participated in two Heart Walks. The West Chester Heart Walk was on Saturday, October 15 at West Goshen Park and the Philadelphia Heart Walk was on Saturday, November 5 at Citizens Bank Park. The hospital and Penn Medicine are committed to improving the heart health and overall wellness of our employees and their families. The Heart Walk provides a wonderful opportunity for our colleagues and their families to join together in the fight against heart diseases and stroke—the No. 1 and No. 5 killers of all Americans.

UNITE FOR HER

Unite for HER (Helping to Empower and Restore) is an organization that bridges the gap between the medical and wellness communities by educating women diagnosed with breast cancer about complementary therapies and providing a compassionate resource for support, knowledge and healing. The organization empowers girls and women to live a healthy and fulfilled life by providing wellness education, breast cancer awareness and opportunities to contribute to their community and serve others. Cindy Brockway, MSN, RN, CCRP, Director, Research, Kelly Scott, BSN, RN, Breast Care Navigator and Mary Pat Rush organized and participated in a Unite for HER community wellness day event for breast cancer survivors. Participants learned about the benefits of complementary therapies and created a personal plan for incorporating these tools into treatment and recovery. At the end of the day, participants received vouchers from Unite for HER to cover treatment costs for the therapies that best support their everyday health and wellness.

COMMUNITY OUTREACH – AIDAN'S HEART FOUNDATION AND CPR/AED TRAINING FOR STUDENTS

Aidan's Heart Foundation needed volunteers to help teach how to save a life and Chester County Hospital nurses and educators raised their hands. As a result, 1,050 sixth graders at Marsh Creek Sixth Grade Center in Downingtown have now been trained how to enact the cardiac chain of survival and use hands-only CPR and AED therapy to save a victim from Sudden Cardiac Arrest (SCA). In addition, 150 youth ages 5-19 were screened at Haverford High School in Havertown Pennsylvania. SCA strikes one young person every three days in the United States and is the leading cause of death on school property.

Aidan's Heart Foundation, which was founded by Christy and Steve Silva after losing their young son to SCA, is eager to prepare youth and communities for rapid and proper response to cardiac emergencies to

ensure survival. The trainings took place during Physical Education classes and were facilitated by certified CPR/AED instructors, Aidan's Heart Foundation board members and PE educators. To date, more than 3,500 students have been trained. Aidan's Heart Foundation has helped place over 50 AEDs in local schools, youth athletic leagues and other organizations that serve young people in the metropolitan Philadelphia area.

Chester County Hospital nurse Amber Shealy, RN, PCCN said, "I am helping Aidan's Heart Foundation train the students because I think it can make such a difference in our community." Nurses take care of SCA patients after they arrive to the hospital and so training people to know what to do, in the very first moments someone needs help, was a welcomed opportunity.



The Trainers



Kristan McDougal, BSN, RN (center)



“If you can dream it,
you can do it.”

WALT DISNEY

Exemplary Professional Practice

Exemplary Professional Practice is guided by a Professional Practice Model (PPM). The PPM, based on Kristen Swanson’s Caring Values, is the concept of relationship-focused care and the hospital’s iCARE values. It supports the nurse’s control over the delivery of nursing care predicated on evidence-based practice and the environment in which care is delivered. The achievement of exemplary professional practice is grounded by a culture of safety, quality monitoring and quality improvement. Nurses collaborate with other disciplines to ensure that care is comprehensive, coordinated and monitored for effectiveness.

CAREGIVER OF THE YEAR AWARDS

The Caregiver of the Year Awards for women’s and children’s health services was established by the FORE Health Invitational in 2011. There are four awards given to nurses who work in the Neonatal Intensive Care Unit (NICU), Pediatrics, Maternity, and Labor & Delivery departments. Nominated by their peers, these nurses embody the high standards synonymous with the hospital’s iCARE values. Four nurses received awards at the FORE Health Invitational in 2016.



Maternal/Child Caregivers of the Year

L-R: Michelle Burgoyne, RN, CPN; Kim Andrien, BSN, RNC-NIC; Dr. Hotmer; Julie Ross, BSN, RN and Anne Fuller, BSN, RN, CCM

The Charles Henry Benton Award was presented to Kim Andrien, BSN, RNC-NIC of the NICU for exemplifying a high level of commitment to service and compassion. All hospital patients deserve the most professional, compassionate care. This is especially true for the hospital’s tiniest, most vulnerable patients. The staff of the NICU delivers the highest level of neonatal medical services, coupling their

services with respect and caring for these precious babies and their concerned families – often under the most harrowing of circumstances. These professionals are true miracle workers, and without their expertise and compassion, we could not celebrate the memories that so many are fortunate to have.

The Mary Mears Award was presented to Anne Fuller, BSN, RN, CCM of Labor & Delivery. Childbirth is a special, unforgettable experience in a family’s life. The Labor & Delivery nurses make an indelible impression every day helping women with the miracle of birthing their babies. Whether it proves to be a joyous occasion or challenging time, the nurses at the hospital truly exemplify compassion, empathy and nursing excellence.

The Willistown Auxiliary Award was presented to Julie Ross, BSN, RN, of Mother/Baby. After the miracle of childbirth, mother and baby need to rest and recover. They are at the start of a lifetime full of challenges and joys. The skilled team in Maternity/Nursery provides a nurturing environment for moms and babies and is focused on making certain that each is healthy, rested, educated and ready for home.

The O’Hair Family Award was presented to Michelle Burgoyne, RN, CPN of Pediatrics. When a child is sick, the whole family feels it. The clinical team in Pediatrics practices the highest level of medical care so that children and their families can feel better. For those children who do have to come to the hospital, the O’Hair family has made it an uplifting place to be. Through personal donations to the hospital and Little Smiles, the O’Hairs have made the Pediatrics floor an environment that is visually stimulating for children and filled with the toys and movies that children love.

UPHS DAYS FREE AWARDS

The staff of six of Chester County Hospital’s nursing units were recognized with the University of Pennsylvania Health System’s Days Free awards. These awards recognize nursing units that have been free from hospital-acquired infections. The 2016 recognitions go to:



4 Lasko
Bronze Award for more than 500 days without a Catheter Associated Urinary Tract Infection (CAUTI)

Silver Award for more than 750 days without Central Line Associated Blood Stream Infection (CLABSI)



West Wing I
Silver Award for more than 750 days without a Central Line Associated Blood Stream Infection (CLABSI)



3 Lasko
Bronze Award for more than 500 days without a Central Line Associated Blood Stream Infection (CLABSI)



West Wing II
Silver Award for more than 750 days without a Central Line Associated Blood Stream Infection (CLABSI)



NICU
Platinum Award for more than 1500 days without Ventilator Associated Pneumonia (VAP)

Silver Award for more than 750 days without a Central Line Associated Blood Stream Infection (CLABSI)

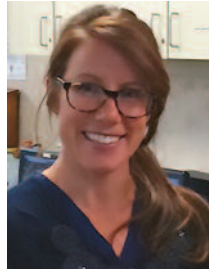


PCU
Platinum Award for more than 1500 days without a Central Line Associated Blood Stream Infection (CLABSI)



GOOD CATCH AWARDS

The hospital presents the Good Catch Award, which is chosen every month by a committee made up of members from various hospital departments. They review the events reported, analyze the report information for each event, identify "good catch" events and name a monthly award winner. **The winner is determined by scoring in the following areas: severity of the near-miss event, educational value, impact on organizational patient safety, established practice was followed and timeliness of the report.** The award is given to a staff member who is accountable for her or his professional practice and is committed to quality of care. The lessons learned are then shared with the rest of the hospital.



Shelley McComsey, RN
3 North



Janet Daily, RN, CAPA
ACC



Kim Davis, BSN, RN
3 Lasko



Linda Solorio, RN
2 Lasko



Kristin Pichardo, RN
3 North



Martine Bentley, BSN, RN
L&D



Sherry Harding, RN,
CCU



Christine Evans, BSN, RNC
L&D



Ashley McKeeman, BSN, RN
WWG



Alice Sunzeri, RN
WWG

PRISM CLINICAL LADDER

PROFESSIONAL RECOGNITION OF INITIATIVE, SKILL, AND MERIT

Chester County Hospital has a history of excellence in nursing practice. In 2010, in an effort to continue the advancement of nursing and support frontline staff, the Professional Development Council instituted PRISM (Professional Recognition of Initiative, Skill, and Merit), a clinical ladder for nursing, with the first recipients designated in December 2011.

Direct-care nurses undergo a stringent application and interview process that includes professional recommendations, exemplars and the development of a professional portfolio. The PRISM clinical ladder program makes nurses feel valued. It also shows that they recognize their practice is acknowledged by their leaders and peers. This program gives direct-care nurses an opportunity to develop their careers while remaining at the bedside. The organization has seen a significant increase in PRISM participation further acknowledging the nurses exemplary professional practice.

PRISM APPLICANTS

38
2011

62
2012

76
2013

72
2014

71
2015

59
2016

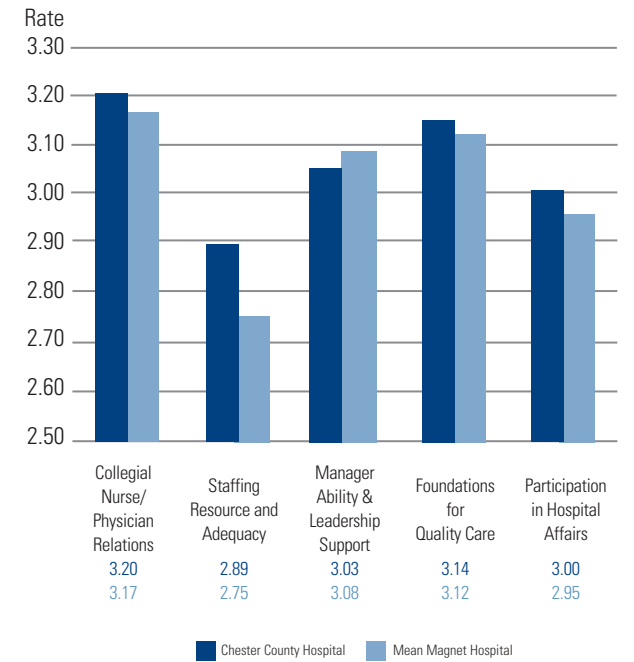
NATIONAL DATABASE OF NURSING QUALITY INDICATORS (NDNQI) NURSE SATISFACTION SURVEY

The Department of Nursing administers the NDNQI survey annually to determine nurse satisfaction. The survey helps nurse leaders and direct-care nurses identify needs, improve the work environment and enhance retention and recruitment for the units and the hospital. Staffing issues, unit needs and the work environment are continually being assessed to identify strengths and weakness.

The professional, engaged environment and culture of the hospital remain the driving forces behind successful recruitment and retention strategies. The hospital's mission to "attract, retain and educate the best and brightest health care professionals" is evident in its low vacancy and turnover rates.

Through annual staff satisfaction surveys, the Department of Nursing will continue to address areas needing improvement to maintain the highest standards of quality and promote a rewarding work environment for the nursing staff.

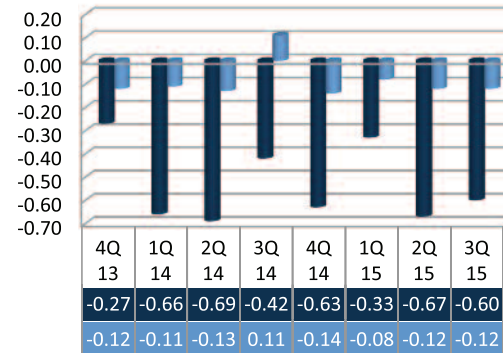
2016 Practice Environment Scale Scores



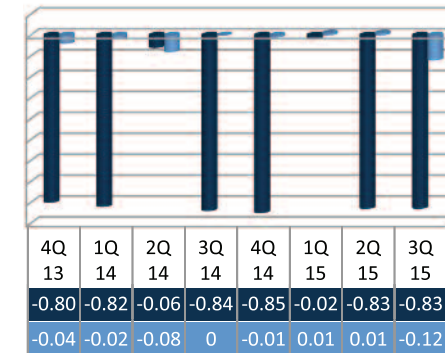
NDNQI NURSE SENSITIVE INDICATORS

The hospital submits nurse-sensitive indicator performance data to the NDNQI for patient falls, hospital-acquired pressure ulcers (HAPU), ventilator-associated events (VAE), hospital acquired infections (HAIs) and restraint prevalence. The data are benchmarked against the mean of hospitals with Magnet designation to evaluate the quality of nursing care. Patient Falls, CLABSI and VAE (see charts) are aggregated at the organizational level.

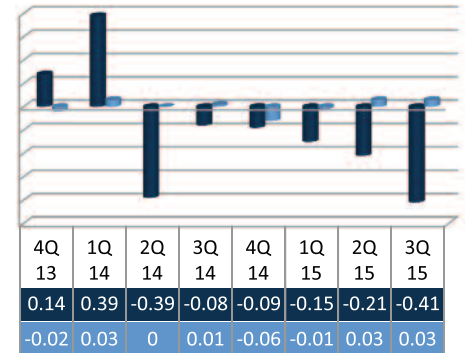
■ Chester County Hospital ■ Mean Magnet Hospital



FALLS PER 1000 PATIENT DAYS



VENTILATOR-ASSOCIATED EVENTS PER 1000 VENTILATOR DAYS



CENTRAL LINE ASSOCIATED BLOOD STREAM INFECTIONS PER 1000 CATHETER DAYS

LEADERS OF THE YEAR



L-R: Jennifer Haines, MBA, BSN, RN, CNOR and Catherine Weidman, MPA, BSN, RN, CNML

Jennifer Haines

Jennifer Haines has fostered a spirit of teamwork, cooperation and quality improvement during a hectic year in Surgical Services. She is the go-to person for Materials Management on clinical questions, explanations and problem solving. Haines has been integral in the Lawson integration effort, documenting issues and working toward resolutions, keeping supplies and equipment flowing in a timely and cost effective manner. She always performs at the highest level of honesty and integrity. She also has been actively engaged in planning the Procedural Platform. Haines gives clear direction to the Project Management team, architects and equipment planners. She is highly collaborative and respected by all involved for her intelligence, vision and staff and patient advocacy. Patient safety is her top priority and she communicates that at all times. Haines is a trusted resource for all. She conducts herself professionally, yet always maintains a pleasant demeanor.

Catherine Weidman

Cathy Weidman has always been a true leader. She has a large span of control and wears many hats as she carries out her daily responsibilities. She manages the Med/Surg units, Supervisors, the IHR staff and recently, the cancer center. She remains visible and involved, is open and honest and a natural at cultivating relationships. Not only does she want the hospital to be successful, but her staff as well. She embodies the iCARE values daily. Over the past year, Weidman has been solicited for many projects, but these are the larger ones: The opening of 3 North, Division of 3 Lasko into 2 separate units (3 Lasko and WWG), Parking Garage Committee, Penn Chart 2 - Patient Progression, and the hiring and orientation of two Clinical Managers (WW 1&2 and 3 North). Additionally, she was the administrator during the "Blizzard of 2016," working an inordinate amount of hours to ensure the safety and quality of our patients. Weidman is always there for her team, but empowers them to be leaders themselves. This is the truest part of leadership, passing it along to your team and molding future leaders.



New Knowledge, Innovations and Improvements

Evidence-based practice and research are conscientiously integrated into clinical and operational processes. Nurses are educated about evidence-based practice and research, enabling them to appropriately explore the safest and best practices for their patients and practice environment, and to generate new knowledge.

“Accept the challenges so that you can feel the exhilaration of victory.”

GEORGE S. PATTON

American Association of Legal Nurse Consultants

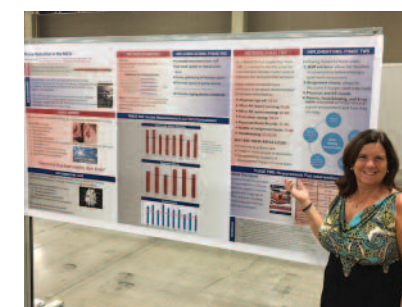
Sharon Larson, BSN, RN, LNCC, CMSRN, has been chosen as a Subject Matter Item Writer for the American Association of Legal Nurse Consultants Certification Board. This means that Sharon will be drafting questions for the Legal Nurse Consultant Certification National Examination, which is recognized by the American Board of Nursing Specialties.

American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR) Conference

In April 2016, Annmarie Blair, DNP, RN, CPT, Phyllis Dennison, RN, RN-BC, and Paula Levens, RN, RN-BC, CCRP presented “Improving Fall Risk Assessment of Cardiac Rehabilitation Participants” and “Does Animal-Assisted Therapy Decrease Depression in Cardiac Rehabilitation” at the Tri-State Society for Cardiovascular and Pulmonary Rehabilitation (TSSCVPR) chapter meeting on April 9 where they generated a great deal of discussion and interest and were invited to present at the Annual International Conference. In September 2016, Vicki Cachuela, RN, CCRP and Blair presented at this year’s 31st Annual AACVPR Conference.

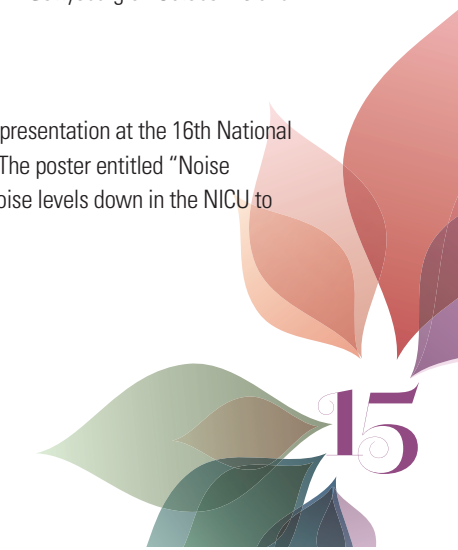
Southeastern Pennsylvania Organization of Nurse Leaders (SEPONL)

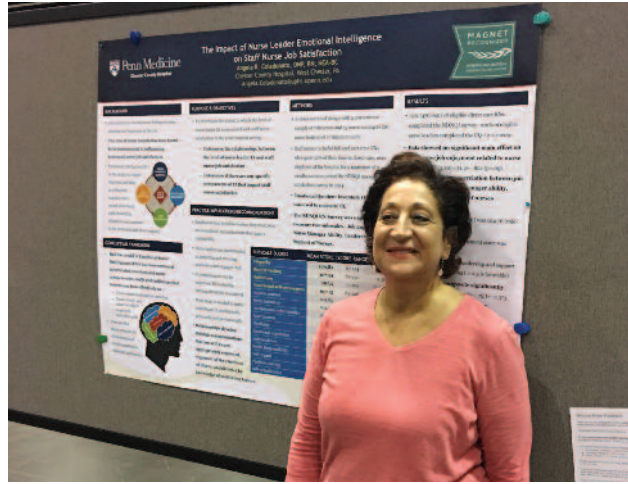
Clarissa Hake, BSN, RN, CCRN from the Critical Care Unit was selected as SEPONL’s Emerging Nurse Leader Scholar. She was nominated by Patty Poulley, MSN, RN, CEN. As the recipient of this honor, PONL covered the cost of registration to the 2016 Conference in Gettysburg on October 26 and 27 and SEPONL covered one night’s lodging at this leadership conference.



Neonatal Nurses Conference

Kimberly Johnson, MSN, RN, RNC-NIC had a poster accepted for presentation at the 16th National Neonatal Nurses Conference in Nashville September 8-10, 2016. The poster entitled “Noise Reduction in the NICU” focused on innovative ways to keep the noise levels down in the NICU to keep our most vulnerable babies safe.





ANCC National Magnet Conference 2016

The American Nurses Credentialing Center (ANCC) held its annual Magnet conference this year in Orlando. The theme of this year's conference was "Empowering Nurses to Transform Health Care." ANCC's goal is to inspire and galvanize nurses to transform health care. Chester County Hospital sent nine nurses to the conference. Although the conference ended early due to Hurricane Matthew, staff had opportunities for learning and networking with colleagues from across the world. The general session topics focused on leadership, teamwork, and global health care challenges and ways to empower nurses to meet their goals and tackle challenges.

Angela R. Coladonato, DNP, RN, NEA-BC presented a poster at the 2016 Annual Magnet Conference entitled: "The Impact of Nurse Leader Emotional Intelligence on Staff Nurse Job Satisfaction." The study explored the relationship between nurse leader emotional intelligence and staff nurse job satisfaction.



L-R: Laurie Schiltz, BSN, RN, CEN, Sarah Riddle, RN, CCRN; Susan Lynch, MSN, CSSM, CNOR, RNFA; Paula Levens, RN, RN-BC, CCRP; Emily Goldsworthy, BSN, RN, Robert Dembosky, RN; Angela Coladonato, DNP, RN, NEA-BC; Hope Ervine, BSN, RN and Brooke Elliott, BSN, RN

Nurse Residency Program

The Nurse Residency Program at Penn Medicine is a 12-month program designed to support baccalaureate nursing graduates as they transition into their first professional nursing role. The program consists of a series of work and learning experiences that emphasize and develop the clinical and leadership skills necessary for the advanced beginner nurse to become a successful part of the health care team.

The Nurse Residency Program participates in the Vizient/AACN Nurse Residency Program™ curriculum, which utilizes Patricia Benner's well-known theoretical framework from her book *From Novice to Expert: Excellence and Power in Clinical Nursing Practice*. The program includes an emphasis on:

- Critical thinking
- Patient safety and minimizing risk
- Leadership
- Communication
- Evidence-based practice
- Patient- and family-centered care
- Professional development

The Nurse Residency Program project focuses on the quality improvement process as part of the curriculum. The residents use the PICO format to frame the project.

Nurses completing the residency program in 2016 shared their evidence-based practice projects with the Executive Coordinating Council:

- Caitlin Harney, BSN, RN
Monitor Alarm Fatigue
- Hope Ervine, BSN, RN
Nurse Satisfaction with Patient Assignments Related to Patient Acuity
- Devin Hinkle, BSN, RN
Cardiac Alarm Fatigue: An Unintentional Weapon
- Emily Jones, BSN, RN and Kerry O'Brien, BSN, RN
Falls Prevention in Geriatric Inpatient Medical Surgical Units
- Kelsey Bunting, BSN, RN
Post operative Delirium in Orthopaedic Patients and the Risk of Decline
- Cathryn Millares, BSN, RN
Perception of Pain on Orthopaedic Post-operative Patients
- Micaela Sunday, BSN, RN
Grief Support Protocol Lessens the Incidence of Burnout in Progressive Care Units

Publications

Advance for Nurses

Paula Levens, RN, RN-BC, CCRP published an article in the September 2016 issue of *Advance for Nurses*, entitled "Fall Risk Assessment in Cardiac Rehabilitation." The article highlighted the multidisciplinary approach cardiac rehab has initiated to prevent falls in the outpatient setting.

Nursing Management

Suzanne Henrick, MPH, MSN, RN, NE-BC, Betty Brennan, EdD, MSN, RN, CEN, CNML, and Cheryl Monturo, PhD, MBE, ACNP-BC, published an article in the October 2016 edition of *Nursing Management*. The article is entitled, "Leadership Defined: What's Your Style, and How it's Actually Perceived?" The findings from a qualitative study they conducted were presented related to the perceptions by mid-level managers and frontline nurses on what traits and actions define successful and unsuccessful leaders.

Advances in Neonatal Care Journal

Sharon Kirkby, MSN, RN, RNC-NIC from the NICU, and Tina Biggs, M(ASCP)SM from the lab published an article entitled, "Cell Phones in Neonatal Intensive Care Unit: How to Eliminate Unwanted Germs," in *Advances in Neonatal Care Journal* in December 2016.



Distinguished Nurse Academy

Penn Medicine has established the Distinguished Nurse Clinician Academy (DNCA). The DNCA recognizes outstanding achievements of clinical nurses in all practice settings who exemplify excellence by their peers. Chester County Hospital submitted applications for three nominees:

- 1) Kathy Hubbard, MSN, RN, CPAN from PACU
- 2) Nancy Mirarchi, MSN, RN, CNOR from the OR
- 3) Kimberly Johnson, MSN, RN, RNC-NIC from NICU.

Kathy Hubbard was selected to be in the second DNCA cohort.

Alternative Healing Programs

The Relationship Focused Care Council implemented several alternative healing programs this past year, which include Aroma Therapy and Pet Therapy. Feedback has been very positive from staff, patients and visitors following the kick-off of Pet Therapy the week of August 15. The dogs involved have completed a therapy training program and their handlers are hospital volunteers. The dogs currently visit on a Tuesday afternoon, Thursday evening, Saturday morning schedule. Patients interested in visiting with a therapy dog have their rooms identified by a Paw Print. In addition, pet therapy dogs visit Cardiac Rehab.

Emergency Department Professional Development Program

This innovative program consists of two programs. The Mentorship Program's purpose is to provide a support system for novice nurses and help them gain new knowledge so they advance on the continuum from novice to expert. Although the program is voluntary, it has been very popular with mentees and mentors. Mentees and mentors are paired together for two years, however the relationships they form last a lifetime.

The Preceptor Program's purpose is to achieve optimal patient care and safety outcomes and increase preceptor and patient satisfaction. The preceptors receive ongoing education to act as teachers, role models and leaders. Both of these programs were brought forward by staff and were supported by the ED Leadership Team.

PennChart Go Live

Chester County Hospital was one of two UPHS hospitals to go live with a new electronic health record in October 2016. The result is PennChart—a single patient record to support coordinated patient care across the health system. PennChart will allow Penn Medicine to further provide coherent and comprehensive patient care while delivering a consistent and outstanding experience to our patients. Multidisciplinary groups from across the health system have been working to support the build process and standardization of practice. The Nursing Informatics team has been vital in the building, testing, rollout and ongoing support of all units and departments as they transitioned to the new platform.



PRISM CLINICAL LADDER NURSES

Amanda Abdala, BSN, RN, CMSRN
 Tiffany Aceto, MSN, RNC-OB
 Kimberly Andrien, BSN, RNC-NIC
 Rebecca Boehenke, BSN, RNC-NIC
 Jennifer Brenneman, RN, CEN
 Nicole Brice, BSN, RN
 Kirby Cannon, BSN, RN, CMSRN
 Melissa Cargan-Bodnar, MSN, RN, CMSRN
 Kathy Cassidy, BSN, RN
 Nichole Coleman, BSN, RN, PCCN
 Sharon Curley, RN, CEN
 Janet Daily, RN, CAPA
 Karlie DiFrancesco, BSN, RN
 Danielle Downing, BSN, RN
 Jill Doyle, BSN, RN, CEN
 Melanie Dyszel, BSN, RNC-NIC
 Claire Fisk, BSN, RN, CCE
 Jennifer Grayson, BSN, RN, CMSRN
 Clarissa Hake, BSN, RN, CCRN
 Shannon Hittle, BSN, RN, CPN
 Leslie Hodgson, RN, CMSRN
 Linda Hopfer, BSN, RN, PCCN
 Kathleen Hubbard, MSN, RN, CPAN
 Gianna Hyland, BSN, RN, CMSRN
 Kimberly Johnson, MSN, RNC-NIC
 Mary Fran Keating, BSN, RN, CCRN
 Jennifer Keith, BSN, RN
 Linda Kelnock, BSN, RN, CMSRN
 Sharon Kirkby, MSN, RNC-NIC
 Marcella Kubovask, RN, OCN
 Mary Ellen Lakis, RN, CCRN
 Gail Livingston, BSN, RN, CMSRN
 Leni Mampilili, BSN, RN, CMSRN
 Diane Marthers, BSN, RN, OCN
 Mary Maurer, BSN, RN, CEN
 Carol McClinton, MSN, RN, CEN
 Nancy Mirarchi, MSN, RN, CNOR
 Theresa Moore, MSN, RN
 Rebecca Mountain, MSN, RN, CEN, CPEN
 Regina Munley, RN, CAPA
 Robin Musgrove, RN, CRNI
 Lindsay Pritchett, MSN, RN, CMSRN
 Elizabeth Pyle, BSN, RNC-MNN
 Laura Schlitz, BSN, RN, CEN

Lisa Shallis, BSN, RNC-OB, CCRN
 Amber Shealy, RN, PCCN
 Tracy Shields, BSN, RN
 Maria Springer, BSN, RN, PCCN
 Mary Jo Steffes, BSN, RN, CAPA
 Linda Sullivan, BSN, RN, PCCN
 Okie R. Taylor, BSN, RN, CMSRN
 Michelle Tuel, BSN, RN
 Marcia VanTassel, BSN, RN, CPN
 Kathy Varady, BSN, RN, CEN, CCRN
 Candace Johnson, BSN, RN
 Janet Wolfarth, BSN, RN, CCRN, CSC
 Patricia Wollner, BSN, RN, CMSRN, PCCN
 Jaclyn Wright, RN, CEN

CERTIFIED NURSES

Amanda Abdala, BSN, RN, CMSRN
 Mini Abraham, MSN, RN, CRNP
 Tiffany Aceto, MSN, RN, RNC-OB
 Doug Agard, BSN, RN, CCRN
 Kimberly Andrien, BSN, RN, RNC-NIC
 Patrice Arrell, BSN, RN, CAPA
 Janice Baker, MSN, RN, CEPS, CCRN, NEA-BC
 Nancy Baumgartner, MSN, RN, RNC-OB
 Patricia Beam, RN, CMSRN
 Tonya Beattie, BSN, RN, CCRN
 Susan Bechhold, BSN, RN, IBCLC
 Angela Bittner, MSN, RN, PCCN
 Kathleen Bizal, RN, RNC-OB, C-EFM
 Joanne Black, RN, CNOR
 Annmarie Blair, DNP, RN, CCP
 Nona Blauvelt, MSN, RN, OCN
 Elizabeth Blow, BSN, RN, CPAN
 Theresa Boate, MSN, RN, CMSRN
 Rebecca Boehnke, BSN, RN, RNC-NIC
 Kristine Boettcher, MS, RN, RNC-NIC
 Tracey Borgstrom, BA, RN, CMSRN
 Irene Boyer, BSN, RN, RNC-NIC
 Joanne Boyk, MSN, RN, OCN
 Lucy Brakeall, MSN, RN, CCRN
 Melissa Brault, RN, CNOR
 Pamela Breiner, BSN, RN, RNC-NIC
 Betty Brennan, Ed. D, MSN, RN, CEN, CNML

Jennifer Brenneman, RN, CEN
 Pat Bria, BSN, RN, CEN
 Nicole Brice, BSN, RN, PCCN
 Katharine Briglia, BSN, RN, CPN
 Cindy Brockway, MSN, RN, CCRP
 Cynthia Brown, BSN, RN, CN-BN
 Terri Bugniazet, BSN, RN, CEN, CPEN
 Michelle Burgoyne, BSN, RN, CPN
 Susan Cacciavillano, BSN, RN, RNC-NIC
 Ma Victoria Cachuela, RN, CCRP
 Donna Calvey, MSN, RN, CRNP
 Sandy Camarota, BSN, RN, AOCN
 Kirby Cannon, BSN, RN, CMSRN
 Melissa Cargan-Bodnar, MSN, RN, CMSRN
 Colleen Carney, RN, AOCN
 Marianne Casale, MSN, RN, AOCN, CHPN
 Jennifer Ciccarelli, BSN, RN, CCRN
 Jennifer Coates, MSN, RN, CRNP
 Angela Coladonato, DNP, RN, NEA-BC
 Melinda Coleman, RN, CEN
 Nichole Coleman, BSN, RN, PCCN
 Katherine Conroy, RN, CCE
 Tracy Cooke, BSN, RN, CPAN
 Jennifer Corse-Haines, MBA, BSN, RN, CNOR
 Cecelia Coursey, RN, CMSRN
 Kelli Cuneo, RN, CEN
 Eileen Curry, MSN, RN, CCRN
 Anne Dabrow-Woods, DNP, MSN, RN, CRNP
 Janet Daily, RN, CAPA
 Amy D'Antonio, RN, RNC-MNN
 Hayley Davis, MSN, RN, CRNP
 Janet Deal, RN, CMSRN
 Monica Decker, MSN, RN, CCRN, CRNP
 Sharon Delaney, MSN, MBA, NEA-BC
 Mary Louise DeMarco, MSN, RN-BC
 Beatrice DiBattista, RN, CMSRN
 Diedre Dickey, BSN, CCE, RNC-MNN
 Nicole DiFabrizio, MSN, RN, PCCN
 Megan Doble, MSN, RN, CRNP
 Christina Dougherty, BSN, RN, PCCN
 Frances Doyle, MSN, RN, CNML
 Beverly Drake, MSA, BSN, RN RN-BC
 Nicole Duvall, RN, CNOR
 Jeannette Dyke, RN, CDE
 Melanie Dyszel, BSN, RNC-NIC
 Valerie Dziados, MSN, RN, CRNP

Rebecca Elenback, MSN, RN, CEN
 Jessica Emmons, BSN, RN, CEN, CPEN
 Elizabeth Evans, BSN, RN, CMSRN
 Elodie (Christy) Evans, BSN RNC-OB
 Judy Falcone, BSN, RN-BC
 Joan Faulkner, RN, OCN
 Athena Fernades, DNP, RN-BC
 Abby Ferriola, BSN, RN, PCCN
 Claire Fisk, BSN, RN, CCE
 Danielle Flores, RN, CPN
 Patricia Friedman, MSN, RN-BC
 Elaine Fuguet, BSN, RN, CCRN
 Anne Fuller, BSN, RN, CCM
 Jean Gallagher, BSN, RN, CCRN
 Jamie Gibson, RN, CEN
 Darren Girardeau, MSN, BM, RN, CEN, CFRN,
 CPEN, CCRN, PHRN
 Joanne George, BSN, RN, CNOR
 Bonnie Golden, BSN, RNC-OB
 Amysue Graham, RN, CEN
 Jennifer Grayson, BSN, RN, CMSRN
 Natalie Guardiani, RN, RNC-OB
 Claudia Haberle, BSN, RNC-MNN
 Susan Hahn, BSN, RN, CEN, CPEN
 Clarissa Hake, BSN, RN, CCRN
 Jill Hargadon, BSN, RN, CCRN
 Sonya Hash, MSN, RN, CEN
 Robin Haskell, MSN, RN, CRNP
 Patrcia Hauck, RN, AOCN
 Christine Heatwole, RN, CPAN
 Susan Hembekides, BSN, RN, OCN
 Suzanne Henrick, MSN, MPH, RN, NE-BC
 Amanda Henry, BSN, PCCN
 Debbie Hetrick, BSN, RN, CNML
 Shannon Hittle, BSN, RN, CPN
 Moira Hoch, BSN, RN, CCRN
 Leslie Hodgson, RN, CMSRN
 Maureen Hofman, RN, RNC-OB
 Leigh Holman, MSN, RN, CMSRN, NE-BC
 Linda Hopfer, BSN, RN, PCCN
 Kathleen Hubbard, BMSN, RN, CPAN
 Linda Huber, RN, RN, CMSRN
 Joette Hughes, MSN, RN, CRNP
 Gayle Hummel, RN, CNOR
 Colleen Hurley, BSN, RN, RNC-NIC
 Gianna Hyland, BSN, RN, CMSRN

Michelle Issacs, BSN, RN, CMSRN
 Mindy Italiano, RN, PCCN
 Michelle Jackson, BSN, RN, PCCN
 Jessy Jacob, RN, CMSRN
 Ann-Louise Jeffery, MSN, RN, RNC-MNN
 Martha Johnson, RN, CPAN
 Kimberly Johnson, MSN, RN, RNC-NIC
 Kathleen Jones, MSN, RN, CDE
 Marie Kania, RN, RN-BC
 Maureen Kavanagh, RN, CCRN
 Mary Fran Keating, BSN, RN, CCRN
 Mary Kehner, MS, BSN, RN, CNOR
 Mary Keirse, MSN, RN, CRNP
 Linda Kelnock, BSN, RN, CMSRN
 Charlene Kerollis, RN, CNOR
 Alyssa Kilby, BSN, RN, CPN
 Bruce Kimball, RN, PCCN
 Sharon Kirkby, MSN, RNC-NIC
 Lisa Knox, RN, CNOR
 Nerine Kozloski, BSN, RN, CEN
 Mary Kretschmar, BSN, RN, RNC-MNN
 Marcella Kubovsak, RN, OCN
 Jennifer Kuhn, RN, PCCN
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 Mary Ellen Lakis, RN, CCRN
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 Andria Lash, BSN, RN, CPN
 Dean Lashbrook, BSN, RN, CMSRN
 Amy Latyak, BSN, RN, CCE, RNC-OB
 Hannah Lesch, MSN, RN, CCRN
 Paula Levens, RN, RN-BC, CCRP
 Christopher Liberace, RN, RNC-NIC
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 Patricia Lyons-Cox, BSN, RN, OCN
 Marjorie MacBride, BSN, RN, OCN
 Tina Maher, MA, BSN, RN, NE-BC
 Colleen Maloney, BSN, RN, CPN
 Leni Sam Mampallii, BSN, RN, CMSRN
 Julie Mancini, BSN, RN, CMSRN
 Diane Marthers, BSN, RN, OCN
 Maureen Matsoukas, BSN, RN, CMSRN
 Tiffany Mattson, BSN, RN, CMSRN
 Mary Maurer, BSN, RN, CEN

Sarah Mavin-Anderson, RN, PCCN
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 Carol McClinton, MSN, RN, CEN
 Terri McClure, RN, CHFV
 Jennifer McCullough, MSN, RN, CRNP
 Tara McCusker, RN, RNC-OB
 Eileen McGovern, RN, PCCN
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 Kimberly McGowan, BSN, RN, RN-BC
 Julie McKay, BSN, RN, PCCN
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 Theresa McVan, RN, RNC-OB
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 Maureen Mitchell, BSN, RN, OCN
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 Regina Munley, RN, CAPA
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 Cynthia Nelson, BSN, RN, CNOR
 Sarah Niemiec, MSN, RN, CEN
 Despina Nolan, BSN, RN, CMSRN
 Catherine Norris, BSN, RN, CWS
 A. Jean O'Brien, BSN, RN, CAPA
 Joanne O'Brien, MSN, RN, CNE
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 Jennifer Parker, MSN, RN, CRNP
 Christine Parsons, BSN, RN, CCRN
 January Pasquantonio, MSN, RN, CRNP
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Amy Ritter, RN, CNOR
Kathleen Roberts, RN, CPAN
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Elizabeth Rowe, RN, CNOR
Tracie Rowles-Weyandt, RN, PCCN
Lynne Rudderow, MSN, RN, CCE
Nancy Rutz, MSN, RN, CMSRN, OCN, RN-BC
Shannon Sanden, RN, CCRN
Caitlin Santos, BSN, RN, RN-BC
Ann Satherwaite, BSN, RN, RN-BC
Susan Savini, DNP, MSN, RN, CRNP
Michele Sawyer, BSN, RN, CNOR
Laura Schiltz, BSN, RN, CEN
Jennifer Secord, RN, CCRN
Jeanne Seidell, RN, CWS
Joanne Seward, MSN, RN, CRNP
Kristin Shiban, MSN, RN, CRNP
Lisa Shallis, BSN, RN, RNC-OB, CCRN
Jacqueline Sharp, BSN RN, RNC
Amber Shealy, RN, PCCN
Hannah Sletta, BSN, RN, RNC-NIC
Jennifer Smith, RN, CNOR
Janeen Smith, RN, CPN
Margaret Smith, BSN, RN, CRNI
Ralph Smith, BSN, RN, CCCC
Mary Smythe, RN, CCRN
Julia Spencer, BSN, RN, CNOR
Maria Springer, BSN, RN, PCCN
Janet Stack, BSN, RN, CNOR
Mary Jo Steffes, BSN, RN, CAPA
Michelle Stover, RN, CNOR
Judd Strauss, MSN, RN, RN-BC
Linda Sullivan, BSN, RN, PCCN
Maureen Sutcliffe, BSN, RN, CEN
Okie Taylor, BSN, RN, CMSRN
Kristin Taylor, RN, PCCN
Donna Taylor, MSN, RN, CCRN
Patience Terkowski, MSN, RN, CRNP
Richard Terkowski, MSN, RN, CEN
Rebecca Toole, BSN, RN, RNC-NIC

Nancy Tracey, RN, RN-BC
Sharon Udy, BSN, RN, CNOR
Kathy Urbine, RN, CPN
Delbert Vannicolo, BSN, RN, CCRN
Marcia VanTassel, BSN, RN, CPN
Kathy Varady, BSN, RN, CEN, CCRN
David Vickers, BSN, RN, CEN
Christina Vile, RN, CCE
Rebecca Wagner-Campbell, RN, RNC-OB
Susan Walsh, RN, RNC-NIC
Patricia Waltz, RN, OCN
Patricia Ward, MSN, RN, RNC-OB, C-EFM
Lauren Waronker, MSN, RN, CRNP
Liz Waterhouse, RN, RNC-OB
Sarah Weaver, RN, CMSRN
Cathy Weidman, MPA, BSN, RN, CNML
Linda Whitehead, BSN, RN, CMSRN
Christine Wirbick, BSN, RN, CNOR
Jane Wolfarth, BSN, RN, CCRN, CSC
Aida Wolfgang, BSN, RN, CEN
Patricia Wollner, BSN, RN, CMSRN, PCCN
Jaclyn Wright, RN, CEN
Kseniya Yashchenko, BSN, RN, CNOR
Amy Yurasitis, BSN, RN, CWCN
Amy Zak, RN, IBCLC
Dee Zduniak, RN, CEN
Gretchen Zettlemoyer, MSN, RN, CRNP, CEN
Linda Zickafoose, RN, CPEN, CPN
Mark Zimmer, RN, CNOR
Kathy Zopf-Herling, MSN, RN, RN-BC

Chester County Hospital Department of
Nursing looks forward to the challenges and
opportunities the upcoming year will bring.